

## Qualification Outline

**Certificate IV in Business**

**Code: BSB40207**

### QUALIFICATION PACKAGING RULES

10 units must be selected for this qualification

1 Core unit *plus*  
9 Elective units

#### Core Unit

- BSOHS407A Monitor a safe workplace

#### Elective Units

At least 5 of the elective units must be selected from the elective units listed below.

The other 4 elective units may be selected from the remaining elective units listed below, the BSB07 Business Services Training Package or any other currently endorsed national Training Package. If not listed below, 1 unit may be selected from either a Certificate III or Diploma qualification.

Elective units must be relevant to the work outcome, local industry requirements and the qualification level.

- BSBCUS401A Coordinate implementation of customer service strategies
- BSBCUS402A Address customer needs
- BSBCUS403A Implement customer service standards
- BSBEU401A Review and maintain a website
- BSBFIA402A Report on financial activity
- BSBADM405B Organise meetings
- BSBADM409A Coordinate business resources
- BSBINN301A Promote innovation in a team environment
- BSBCMM401A Make a presentation
- BSBITA401A Design databases
- BSBITS401A Maintain business technology
- BSBITU401A Design and develop complex text documents
- BSBITU402A Develop and use complex spreadsheets
- BSBITU404A Produce complex desktop published documents
- BSBLED401A Develop teams and individuals
- BSBMKG413A Promote products and services
- BSBMKG414A Undertake marketing activities
- BSBPMG510A Manage projects
- BSBMKG402B Provide information from and about records
- BSBREL401A Establish networks
- BSBRES401A Analyse and present research information
- BSBRSK401A Identify risk and apply risk management processes
- BSBSUS301A Implement and monitor environmentally sustainable work practices
- BSBWRT401A Write complex documents

#### Delivery

- On-site delivery program
- Self paced distance learning
- Recognition of Prior Learning/Recognition of current competencies

**For further information on courses or training options, please contact us by**

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